

CIRA Multi-year accessibility plan

Multi-year accessibility plan

CIRA is committed to meeting the needs of persons with disabilities, and to working towards and maintaining full compliance with the standards under the *Accessibility for Ontarians with Disabilities Act (AODA)*. To meet this commitment, CIRA has established a multi-year accessibility plan in accordance with the *Integration accessibility standards regulation* under the *AODA*. The plan is reviewed and updated at least every five years, and outlines the policies and actions that we have taken as well as our continuing commitment to improve opportunities and ensure our services are accessible for people with disabilities.

Customer service

CIRA is committed to providing accessible customer service, content and to meeting the communication needs of people with disabilities. Persons with disabilities are provided with an equal opportunity to obtain, use and benefit from the products and services available through CIRA. Persons with disabilities may use assistive devices in their accessing of products and services. We have developed our accessibility policy that governs the provision of goods and services to persons with disabilities. We have trained and will continue to provide training to all employees in ways to communicate with our customers to meet their information and communication needs and will consult with people with disabilities to determine their specific needs. We have provided a feedback process—which includes different contact options—in our accessibility policy and encourage people to provide feedback. You can also find this information at the bottom of this page.

Information and communications

CIRA is committed to meeting the communication needs of individuals with disabilities. Upon request, we make public information available in different formats. We will consult with such individuals to determine their information and communication needs and will provide information and communications in accessible formats with supports in a timely manner in accordance with the requirements of *AODA*.

CIRA has made the necessary changes to our website content, and it is up to date and conforms to *WCAG 2.0, level AA*. We will review new content and ensure it is up to date with the guidelines and make any necessary amendments.

Training

CIRA provides training to all employees and other individuals who deal with the public or other third parties on its behalf on the provision of its goods, services, or facilities, as well as those who participate in the development of CIRA's policies, practices and procedures relating to CIRA's interaction with the public. This training includes the requirements of the *AODA* and the *Human rights code* as it pertains to persons with disabilities. New staff complete the training within the first 30 days of onboarding. CIRA retains a record of training that includes the dates training was provided.

Recruitment and employment

CIRA is committed to fair and accessible employment practices. We provide an accessible candidate experience, which is specified in our job postings, and offer accommodations and adjustments during the recruitment and assessment processes and when people are hired, upon request. Job applicants will be notified when they are individually selected to participate in the assessment or selection process that accommodations are available upon request in relation to the materials or processes used. When making an offer of employment, we will notify the successful candidate of CIRA's policies to provide

accommodation for disability. We will consult with the applicant to determine suitable accommodation for the applicant's disability and provide accommodation or support accordingly.

In accordance with *AODA*, CIRA takes steps to provide employees with employment-related information in accessible formats and with communication supports if and as needed, develop individual accommodation and return-to-work plans as required by *AODA* and to ensure the accessibility needs of employees with disabilities are taken into account in our performance management, career development and redeployment processes.

Contact information

For more information on this accessibility plan, please contact us:

- via email to accessibility@cira.ca
- via telephone at 1-877-860-1411
- in-person, via mail or courier to 979 Bank Street, Suite 400, Ottawa, ON K1S 5K5

Accessible formats of this document will be provided on request.

Last Update: December 2023